



Government of Jharkhand

Department of Information Technology

3rd Floor, Jharkhand Mantralaya, Project Building, Dhurwa, Ranchi - 834 004

Letter no -773.....

Dated: 30th March, 2013

From

Nagendra Nath Sinha, IAS
Principal Secretary
Department of IT
Govt of Jharkhand
Ranchi

To

All Deputy Commissioners
Jharkhand (other than Ranchi)

Subject: Regarding issue of all certificates through the Pragya Kendras on E-nagarik platform

Reference: Letter no. -1281 dated 3rd October 2012 of the Chief Secretary, Govt. of Jharkhand,
(available on <http://jharkhand.gov.in/DEPTDOCUPLOAD/uploads/14/D201214026.pdf>)

Sir,

You may be aware that Electronic Service Delivery Act 2011 enacted by the Jharkhand Legislative Assembly in 2011 mandates online delivery of services within 6 months of its commencement. You may also be aware that E-nagarik application is the primary vehicle for delivery of certificates in an online mode.

Accordingly, it is hereby reiterated that all applications for issue of Residence, Income, Caste, Death and Birth certificates across the State has to be received at Pragya Kendras (CSCs) located in panchayats and its processing has to be done mandatorily on the E-nagarik sewa software <http://jhr.nic.in/csc>. It is hereby directed that all applications received under this process should be processed within the designated timeline of 8 days from the date of receipt at the issuing office.

It is also directed that applications should not be normally entertained at the Block level CSCs and no service charges should be charged at Block level CSC coordination centers, as they are meant for coordination rather than providing services. Nevertheless, citizens should not be denied their choice of applying directly at the issuing office. Even in such cases of direct applications, the issuing office will have to register all such cases on E-nagarik sewa.

While District Informatics Officers are the nodal officers for the implementation of the E-nagarik sewa, Dy Commissioners have the facility to supervise and monitor the day to day pendency of applications and take necessary action in case of applications pending beyond the approved timelines. Monthly status reviews should be ensured.



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It is also directed that all certificates henceforth issued through the E-nagarik sewa should be on the approved Certificate templates as available on the E-nagarik portal. No modifications or redesigning of the template is permissible.

Compliance of the above directives should be ensured within a fortnight and a report should be sent to the undersigned with copy as an E-mail to Sri Rajesh Prasad, Regional Coordinator, CSC SPV at rajesh.prasad@nic.in.

For all necessary support regarding the E-nagarik sewa software, DIOs may contact NIC HQ Ranchi.

Thanking you;

Yours faithfully

Sd/-

Principal Secretary to Government

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Copy to all Divisional Commissioners for information and necessary action and status review.

Sd/-

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Copy to Chief Secretary / Development Commissioner / All Addl Chief Secretaries / Pr. Secretaries / secretaries to the Government for information.

Sd/-

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Copy to SIO, NIC Jharkhand / RC, CSC SPV / SCAs with request for placement of these instructions on their respective websites.

JLW
30/3/2013

Principal Secretary to Government